



Return Terms
V2.0



Return & Exchange Terms - WeVolt Energy

EXECUTIVE SUMMARY

30-Day Returns: Change-of-mind returns accepted within 30 days of delivery for unused items in original packaging.

Refund Timing: We issue refunds within 7 business days after we receive and inspect your return.

DOA Free Exchange: If your product is Defect-on-Arrival (DOA), we provide a free exchange, including outbound replacement shipping, after technical confirmation.

1. Scope & Contact

This policy applies only to orders placed on www.wevolt.global.

If you purchased through a distributor, retailer, marketplace, or other third party, WeVolt cannot issue your refund—please contact the original seller for their return process.

To start any return or exchange, email: info@wevolt.global

2. RMA Required (Do Not Ship Before Approval)

All returns/exchanges require an RMA (Return Merchandise Authorization). Before shipping anything back, you must contact WeVolt to receive:

RMA number

Return address

Packing / labeling instructions (especially for lithium batteries)

Returns sent without an RMA, to the wrong address, or sent COD (Cash on Delivery) may be refused and will not be processed.

3. 30-Day Change-of-Mind Returns (Unused Only)

We accept change-of-mind returns only if the item is unused and meets all requirements below.

Time window

The return must be handed to the carrier within 30 calendar days from the date you received the product.

Eligibility conditions

Returned items must be:

Unused, uninstalled, and undamaged

In original packaging (original inner/outer packaging, inserts/bags, manuals, labels)

With all accessories included

With serial numbers and tamper seals intact

Packed securely (if original packaging is missing/damaged, you must pack to an equivalent protective standard; inadequate packing may reduce or void the refund)

Safety limitation

Products that have been installed/used or that pose a safety risk cannot be accepted as change-of-mind returns (warranty rights may still apply where applicable).

4. Costs, Fees & Deductions

For approved change-of-mind returns:

A) Restocking fee

A 10% restocking fee will be deducted from the refund.

B) Shipping & related costs

Original shipping fees are non-refundable.

Any original insurance, taxes, duties/VAT, or related outbound charges are non-refundable.

C) Return shipping

Return shipping is paid by the buyer.

We recommend (and may require) an insured, trackable shipping service.

Risk of loss/damage remains with the customer until the return is delivered to WeVolt's designated return address.

D) Payment processing fees

4% bank/payment processing fees may be deducted from the refund (where permitted by applicable law).

E) Diminished value

Missing/damaged accessories, marked housings, repacking/restoration, or non-original/insufficient packaging may result in an additional diminished value deduction.

5. DOA (Defect-on-Arrival) – Free Exchange

If you believe your product is DOA, WeVolt offers a free exchange after technical confirmation.

Report window

Contact WeVolt within 7 days of delivery.

What to provide

Order number

Product serial number

Photos/video of the issue

For battery products: BMS logs / error codes (if available)

Resolution

After technical confirmation, WeVolt will exchange the product for the same model at no cost, and WeVolt will cover outbound replacement shipping.

If the same model is unavailable, WeVolt may offer an equivalent replacement or refund.

6. Lithium Battery / ESS Dangerous-Goods (DG) Return Rules

Lithium batteries are regulated as Dangerous Goods.

Do not ship lithium batteries back without WeVolt's DG instructions.

Returns must use approved carriers, required labels/marks (e.g., UN3480/UN3481), and WeVolt packing guidance.

Air return shipments of damaged/defective batteries are prohibited. WeVolt will arrange a compliant ground/sea solution if needed.

Unauthorized DG returns (no RMA, wrong address, incorrect labels, non-compliant packing) may be refused and returned at the customer's expense.

7. Items Not Eligible for Return

The following are not eligible for return (except where required by applicable law):

Discounted / clearance / final-sale items (when clearly marked)

Customized or special-order configurations

Items that have been installed/used in a way that affects resale or safety

Products with removed/tampered serial numbers or seals

Items that cannot legally or safely ship under DG rules (e.g., swollen/damaged cells) without approved routing/packaging

8. Inspection, Refund Method & Timing

All returns are inspected upon receipt.

If approved, WeVolt will issue the refund to the original payment method.

Refunds are typically issued within 7 business days after inspection/approval.

Please allow 1–2 weeks total for the full process (shipping back + inspection + bank/payment processing time).

WeVolt cannot issue a refund without actual receipt of the item(s) or proof of delivered return shipment.

If a return is rejected (e.g., ineligible condition, DG non-compliance), WeVolt will notify you and may ship the item back at your expense.

9. Exchanges (Non-DOA)

For change-of-mind exchanges, please place a new order and return the original item under the 30-day return rules.

For non-DOA defects within 30 days, WeVolt may prioritize repair or exchange after technical assessment.

10. Late or Missing Refunds

If you have not seen your refund after confirmation:

Check with your card issuer/bank (processing times vary).

If it still doesn't appear, contact info@wevolt.global and we'll help trace it.